Household Survey Results
January 2001

Omnibus Survey
Household Survey Results
General Methodology
August 2000 to March 2001

Introduction and Background

The Bureau of Transportation Statistics (BTS)—the federal statistical agency for the United States Department of Transportation (USDOT) charged with improving the knowledge base for public decision making—coordinates the Omnibus Survey program. The survey is a ONEDOT effort to collect information about the transportation system, how it is used, and how it is viewed by the users. Through Omnibus Household Surveys, BTS gathers data each month on a random basis from 1,000 households to determine the general public's perception of, expectations from, and satisfaction with the nation's transportation system and to prioritize improvements to the transportation system.

Each of the monthly surveys contains a set of core questions based on critical information needs within DOT. In addition, supplemental questions are included each month that correspond to one of DOT's five strategic goals: safety, mobility, economic growth, human and natural environment, and security. Finally, specific questions posed by the various DOT modes are included on each survey.

Notes for the User

Data collected from completed interviews, for each month, is provided in following file formats:

1. Comma-delimited ASCII (CSV file extension)
2. Microsoft Excel 97 (XLS file extension)
3. SAS Transport (ZIP file extension)

The tables of results are presented in two different formats:

1. Hypertext Markup Language (HTML file extension)
2. Adobe Acrobat (PDF file extension)

Survey Methodology

This section describes the overall survey methodology, including the identification of the target population, the selection of the sample, the calculation of the survey weights, and variance estimation procedures.

The Target Population

The target population for Omnibus Household Survey comprises the non-institutionalized population, aged 18* years or older who live in the United States at the time of the interview. This is the population about which inferences are to be made.

*For the months of August, September, and October 2000, the target population included the non-institutionalized population, aged 16 years or older who lived in the United States at the time of the interview.

Sample Selection

From August 2000 to March 2001, the GENESYS sampling system, developed and maintained by the Marketing Systems Group (Fort Washington, PA), was used to draw the samples for the monthly surveys. This system employs list-assisted random digit dialing. List-assisted refers to the use of commercial lists of directory-listed telephone numbers to increase the likelihood of dialing household residences. This method gives unlisted telephone numbers the same chance to be selected as directory-listed numbers.

Banks of 100 consecutive telephone numbers (e.g., 301-475-8100 to 301-475-8199) were constructed and compared to a database containing the count of directory-listed residential telephone numbers in each bank. The banks that contain zero directory-listed telephone numbers were deleted from the sampling frame. This greatly increases the chance of dialing residential households. Obviously, the deleted banks contain some residential telephone numbers. However, recent research has shown that less than 2 percent of the residential telephone numbers nationally are located in 100-banks with zero directory-listed numbers.

Prior to sample selection, GENESYS imposed an implicit stratification on the telephone prefixes using the U.S. Census divisions and metropolitan status. Within each U.S. Census division, counties and their associated prefix areas located in metropolitan statistical areas (MSAs) were ordered by the size of the MSA. Counties and their associated prefix areas within a U.S. Census division that are located outside of MSAs were first sorted by state. Within each state, the counties and their associated prefix areas were ordered by geographic location. This implicit stratification ensured that the sample of telephone numbers was geographically representative.

After the prefixes were stratified by U.S. Census division and metropolitan status, a single-stage equal-probability sample of telephone numbers was drawn. The total number of ten-digit telephone numbers in the universe was 100 times the total number of working banks in the universe. The selection interval was calculated by dividing the total number of ten-digit telephone numbers by the designated sample size. To identify the first sample telephone number, a random number between 0 and 1 was generated and multiplied by the selection interval. The integer part of this product divided by 100 identified the sequential working bank where the first sample number was located. The fractional portion of this product, truncated to two digits, provided the suffix. To identify the second sample number, a new random number was generated and was multiplied by the selection interval. This product was added to the selection interval, and the result was divided by 100. The suffix of the sample number was identified in the same way as the suffix of the first sample number. This process continued until all sample telephone numbers were determined.

Each month GENESYS-ID Plus was used to detect non-working numbers before the sample was released. This system actually dials the telephone number. If the telephone number starts to ring, GENESYS-ID Plus hangs up immediately. If the system detects non-working intercept signals, the telephone number being dialed is excluded from the sample. Non-residential telephone numbers also were excluded from the sample by comparing them to a database of Yellow Pages listings.

Survey Weights

This section discusses the development of the survey weights. The final analysis weight reflects all adjustments for non-response, multiple telephone lines, persons per household, and post-stratification and is the weight that should be used for the analysis of the data. The sampling weight, which represents the inverse of the probability of selection, is the starting point for the calculation of the final analysis weight.

The final analysis weights for each month were developed using the following steps:

- calculation of the sampling weight
- adjustment for non-response
- adjustment for multiple telephone lines

- adjustment for selecting a random, adult household member
- post-stratification adjustment to the target population

The product of all of the above quantities represented the final analysis weight. Extreme values of the final analysis weight were then reduced using standard weight-trimming procedures.

Calculation of the Sampling Weight

The first step in weighting each month's sample is to calculate the sampling weight for each sampled telephone number. The sampling weight W_S for each telephone number was calculated as the inverse of its probability of selection or

$$W_S = \frac{N}{n}$$

where *N* is the total number of telephone numbers in the population and *n* is the total number of telephone numbers in the sample.

Adjustment for Non-Response

The non-response adjustment was based on U.S. Census division and metropolitan status (inside or outside an MSA) classification of the telephone numbers. The adjustment method for non-response was changed after October 2000.

From August 2000 through October 2000, the non-response adjustment factor for all telephone numbers in each U.S. Census division *c* by metropolitan status *s* combination was calculated as follows:

$$ADJ_{NR} = \frac{(R_{CS} + NR_{CS})}{R_{CS}}$$

where R_{CS} is the total number of responding households in U.S. Census region *c* and metropolitan status *s* and NR_{CS} is the total number of non-responding households in Census region *c* and metropolitan status *s*. The non-response adjusted weight W_{NR} is the product of the sampling weight W_S and the non-response adjustment factor ADJ_{NR} within each Census region/metropolitan status combination.

For data collected from November 2000 through March 2001, the non-response adjustment factor for all telephone numbers in each U.S. Census division *c* by metropolitan status *s*combination, was calculated using the Council of American Survey Research Organization (CASRO) definition:

$$ADJ_{NR} = \frac{1}{\text{CASRO response rates}}$$

where the denominator is the CASRO response rate for U.S. Census division *c* and metropolitan status *s*. The non-response adjustment factor for a specific cell (defined by metropolitan status and U.S. Census division) is a function of the response rate, which is given by the ratio of the estimated number of telephone households to the number of completed surveys. The estimated number of telephone households is the sum of the responding households, non-responding households, and the estimate of telephone households among unresolved numbers. The non-response adjusted weight W_{NR} is the product of the sampling weight W_S and the non-response adjustment factor ADJ_{NR} within each U.S. Census division/metropolitan status combinations.

Adjustment for Multiple Telephone Lines

This adjustment will take into account the multiple chances of selection of households with multiple telephone lines used primarily for voice communication. The adjustment for multiple telephone lines is the inverse of the smallest of either 3 or the number of telephone lines:

$$ADJ_{MT} = \frac{1}{Min.(\#\ telephone\ lines, 3)}$$

For respondents that did not provide this information, it was assumed that the household contained only one telephone line. The non-response adjusted weight W_{NR} is then multiplied by the adjustment factor for multiple telephone lines ADJ_{MT} to create a weight that is adjusted for non-response and for multiple probabilities of selection due to multiple telephone lines W_{NRMT}.

Adjustment for Selecting a Random, Adult Household Member

The probability of selecting an individual respondent depends upon the number of eligible respondents in the household. Therefore, it is important to account for the total number of eligible household members when constructing the sampling weights. The adjustment used for selecting a random, adult household member is:

$$ADJ_{RA} = the\ number\ of\ eligible\ household\ members$$

For respondents that did not provide this information, a value for ADJ_{RA} was imputed according to the distribution of the number of people in a household (from responding households) within the age, gender, and education cross-classification cell matching that of the respondent for which the value is being imputed. The weight that is adjusted for non-response and for multiple probabilities of selection due to multiple telephone lines W_{NRMT} is then multiplied by ADJ_{RA}, resulting in W_{NRMTRA}, a weight that is adjusted for non-response, for multiple probabilities of selection, and for selecting a random, adult household member.

Post-Stratification Adjustment to Target Population

The final adjustment to the survey weights is a post-stratification adjustment that would allow the weights to sum to the target population, i.e., U.S. non-institutionalized persons 18 years (16 years or older for surveys conducted prior to November 2000) of age or older by age, gender, and education. The method of adjustment that was used is called Iterative Proportional Fitting (IPF) or Raking[a] . The outcome of that procedure is a multiplier*M* that scales W_{NRMTRA} within each age/gender/education cell so that weighted marginal sums for age, gender, and education agree with the corresponding Census Bureau distributions for these characteristics. Respondents who did not supply the demographic information necessary to categorize their age, gender, and/or education were excluded from the Raking procedure and were assigned a value of 1 for *M*. The multiplier *M* was then applied to W_{NRMTRA} to create $W_{NRMTRAPS}$. Finally, a deflation factor was applied to the value of $W_{NRMTRAPS}$ for the respondents who were included in the calculation. This deflation factor denotes the proportion of the target population represented by respondents with non-missing demographic information, and adjusts for the portion of the sample that was not included in the calculation of the post-stratification adjustment due to missing demographic information. The scaled value of $W_{NRMRATPS}$ is the final analysis weight W_{final}.

[a]SAS Institute, Inc. (1990), SAS/IML *Software Usage and Reference, Version 6* , First Edition, pp. 355-358, Cary, North Carolina: SAS Institute, Inc.

Trimming Final Analysis Weights

Extreme values of W_{final} were trimmed to avoid over inflation of the sampling variance. In short, the trimming procedure limits the relative contribution of the variance associated with the k^{th} unit to the overall variance of the weighted estimate by comparing the square of each weight to a threshold value determined as a multiple of the sum of the squared weights. Letting $W_1, W_2, \ldots\ldots, W_n$ denote the final analysis weights for the *n* completed interviews, the threshold value was calculated using the following formula:

$$\left(10 * \sum_{j=1}^{n} w_j^{\,2} \Big/ n\right)^{\frac{1}{2}}$$

Each household having a final analysis weight that exceeded the determined threshold value was assigned a trimmed weight equal to the threshold. Next, the age/gender/education cell used in the post-stratification was identified for each household with a trimmed weight. To maintain the overall weighted sum within the cell, the trimmed portions of the original weights were re-assigned to the cases whose weights were unchanged in the trimming process. For cases having trimmed weights but missing age, gender, and/or education information, the trimmed portions of the original weights were assigned to all remaining cases whose weights were unchanged in the trimming process.

The entire procedure was then repeated on the new set of weights: a new threshold value was re-calculated and the new extreme values were re-adjusted. The process was repeated until no new extreme values were found.

Variance Estimation for the Omnibus Household Survey

Introduction. The data collected in the Omnibus Household Survey are obtained through a complex sample design involving stratifications, and the final weights are subject to several adjustments. Any variance estimation methodology must involve some simplifying assumptions about the design and weighting. Some simplified conceptual design structures that allow users of these data to compute reasonably accurate standard errors are provided in this section.

At BTS, the software package SUDAAN (Research Triangle Institute, Research Triangle Park, NC) has been used to produce standard errors. An example of SUDAAN computer code is provided, but without guarantees of any kind. The computer code and methods used are subject to change without notification to the user. The entire risk as to the results and performance is assumed by the user. BTS recommends that any analysis of Omnibus Household Survey data be done under the supervision of a statistician who understands the implications of complex sample design surveys.

Sample Design. The Omnibus Household Survey uses random digit dialing (RDD). Sample telephone numbers were obtained from the GENESYS sampling systems. The standard GENESYS RDD sample methodology produces a strict single-stage equal probability sample of residential telephone numbers. In other words, a GENESYS RDD sample ensures an equal and known probability of selection for every residential telephone number in the sample frame.

Randomly generated telephone numbers were produced within the Master Exchange Database (MED) which consists of more than 48,000 residential area code/exchange combinations.

- The MED is structured using twenty independent strata: ten divisions of the United States split by metro and non-metro county definitions. The ten divisions are approximately equivalent to the U.S. Census definition of nine divisions. The tenth division in the GENESYS sampling design is made up of Alaska and Hawaii (which are in U.S. Census division nine).
- Within each of the ten division/metro strata, counties are ordered from those serving the largest MSA/Primary Metropolitan Statistical Area (PMSA) to those serving the smallest.

- Within each rank-ordered MSA/PMSA, exchanges are ordered by those serving the county(s) containing the central city(s), followed by those serving each of the remaining non-central city county(s).
- Within each county, exchanges and their associated working banks are ordered numerically, lowest to highest.
- For the ten division/non-metro strata, counties are ordered in a geographic serpentine pattern within each state.
- Within each county, exchanges are again ordered numerically.

The rationale for sorting the MED in such a fashion is to ensure strict geographic representation and to increase the homogeneity within the implicit strata created by the GENESYS sampling procedures.

Given this sample design, a one-stage sample should be specified and final sampling weights (adjusted by post stratification) used. The user should note that one simplifying procedure is used by BTS for variance estimation in SUDAAN. Whereas the GENESYS sample uses ten divisions as a sort criterion, BTS has used the U.S. Census definition of nine divisions. The rationale for this is that few respondents are interviewed in Alaska and Hawaii. Thus, these states are collapsed back into nine divisions.

Design Information for Variance Estimation. Three variables, DIVISION, METRO, and FINALWGT, are needed for variance estimation in SUDAAN. The variable DIVISION is not included in the data files of August 2000 through January 2001. For these months, the DIVISION variable has to be constructed from the variable FIPSCODE using the U.S. Census classification of states within divisions. To construct the variable DIVISION:

1. Use only the first 2 digits in the variable FIPSCODE (a 5-digit number where, from left to right, the first two digits are the state identifier and the last three digits represents a county).
2. Use the information in Table 1 to recode the 2 digits from FIPSCODE into the variable DIVISION.

Table 1. State Codes Within Each of the Nine Divisions

State Code from Variable FIPSCODE	DIVISION Code
09, 23, 25, 33, 44, and 50	1
34, 36, and 42	2
18, 17, 26, 39, and 55	3
19, 20, 27, 29, 31, 38, and 46	4
10, 11, 12, 13, 24, 37, 45, 51, and 54	5
01, 21, 28, and 47	6
05, 22, 40, and 48	7
04, 08, 16, 35, 30, 49, 32, and 56	8
02, 06, 15, 41, and 53	9

Variance Estimation Method. This method uses the DIVISION and METRO variables to create 18 strata, a single-stage selection with replacement procedure, and the final weight. This method provides somewhat conservative standard errors estimates. Assuming a simplified sample design structure, the following SUDAAN statements may be used (Note that the data file must first be sorted by DIVISION and METRO variables before using it in SUDAAN).

```
PROC ... DESIGN = STRWR;
NEST DIVISION METRO ;
```

WEIGHT FINALWGT ;

A typically used rule-of-thumb for degrees of freedom associated with a standard error is the quantity (number of unweighted records - number of strata) in the dataset. The rule-of-thumb degrees of freedom for the method above would fluctuate from month to month depending on the number of records in each monthly dataset. Most monthly dataset would yield degrees of freedom of around 1000. For practical purposes, any number of degrees of freedom exceeding 120 can be treated as infinite, i.e., one uses a normal *Z*-statistic instead of a *t*-statistic for testing.

Note that a one-tailed critical *t* at 120 degrees of freedom is 1.98 while at infinite degrees of freedom (a 0.025 *z*-value) is 1.96. If a variable of interest covers most of the sample strata, this limiting value would probably be adequate for analysis. Users should consult mathematical statisticians for discussion of degrees of freedom.

Subsetted Data Analysis. Frequently, analytical studies are restricted to select sub-domains, e.g., persons aged 65 and older. To save on storage, some users delete all records outside the domain of interest. This procedure of keeping only select records is called subsetting the data. With a subsetted data set, variance estimates sometimes cannot be computed. When data are collected using a complex survey design, and the data are then subsetted, it is likely that sample design structures could be compromised where complete design information is not available, for example, in all strata. Subsetting data may delete important design information needed for variance estimation.

If records are deleted in the Omnibus Household Survey where only one respondent is left in a particular stratum, variance estimates cannot be computed. When using subsetted data in SUDAAN, the MISSUNIT option can be added to the NEST statement to correct for possible missing design information. For example:

NEST DIVISION METRO / MISSUNIT ;

SUDAAN's MISSUNIT option performs a fix-up that produces variance estimates identical to that achieved when using a full data set.

Response Rates

The procedures for response rate calculation for the monthly surveys are based on the guidelines established by CASRO in defining a response rate. The final response rate for the survey was obtained using the following formula:

$$\text{Response Rate} = \frac{\text{Completed HH Interviews}}{\left(\text{HHs In Scope} + \left[\text{Scope Undetermined} * \frac{\text{HHs In Scope}}{\text{HHs In \& Out of Scope}}\right]\right)}$$

The distribution of household telephone numbers by disposition categories is shown in the methods section specific to each month. The number of household cases in each category was used in the above formula to calculate an overall response rate for each month.

Treatment of Missing Values

The Omnibus Household Survey, by design, contains questions that are not asked of certain respondents based on their response(s) to other questions. In addition, there will always be some respondents who do not know the answer to or choose not to answer some items in the survey. Each of these responses can have a different meaning to the data user. While each of these response categories is important in characterizing the results of the survey, they are often removed from certain analyses, particularly those

involving percentages. Therefore, the categories were given standard codes for easy identification. Table 2 below presents the response categories and how they are represented in each data file.

Data have not been imputed to account for missing values in specific questions, except during the weighting process. Those values were imputed only for the purpose of weighting the data and were not included in the final data files.

Table 2. Summary of Codes for Missing Value Response Categories by Type of Data File

Response Category	Data Set Value		
	SAS Transport[1]	Microsoft Excel	ASCI
Appropriate Skip	.S	-7	-7
Refused	.R	-8	-8
Don't Know	.D	-9	-9

[1]All codes represent special cases of SAS missing values and are treated as such in SAS procedures.

Summary of Survey Procedures

Scheduling Calls and Tracking Cases

All survey data were collected using computer-assisted telephone interviewing (CATI) program. Also, CATI was used to schedule calls and track cases. It was programmed to release telephone numbers for calling based on standard and project-specific scheduling algorithms. Calls were scheduled based on optimal calling patterns and dispersed over different times of the day. Calls also were prioritized based upon their case status. For example, a telephone number for a household where a respondent had already agreed to participate was given a higher priority in the scheduler than a number where no contact had been made.

Follow-up efforts were limited to 15 attempts to determine whether a telephone number was residential, an additional ten attempts to identify an eligible respondent, and a final ten attempts to secure a completed interview or refusal. Therefore, the maximum number of call attempts to any household was 35. Once contact was made with a household, follow-up attempts followed a loose callback schedule established at the initial contact. That is, good times and days to callback were requested at the initial contact, but follow-up calls also were attempted before these appointment times, unless otherwise told not to do so by the household. This allowed for making the maximum number of attempts within the study period.

Household Screening

Once contact was made with individuals at a dialed telephone number, interviewers screened for eligibility by verifying that the number belonged to a residence (not a business or institution). An adult household member was then asked to identify the individual 18 years or older (16 years or older for surveys conducted prior to November 2000) in the household who would have the next birthday. The method preserved the randomness of the selection without requiring the time and effort to acquire a household roster and helps to avoid a potential break-off. If the respondent was available, the interviewer immediately attempted to complete the interview. If the selected respondent was not available, the interviewer asked for a good time to call back. In order to preserve respondent anonymity in the latter case, the interviewer asked for and recorded only the potential respondent's first name or initial.

Interviewing

No incentives were offered to respondents for completing the interview, and the survey was conducted only in English. If the selected household member refused the interview, the interviewer recorded the reason for refusal. The average length of the completed interview was approximately 15 minutes. Additionally, about 3-5 minutes were needed to recruit/screen potential respondents.

Once contact was made with the eligible respondent, the interviewer briefly explained the purpose of the survey and asked for the respondent's cooperation. The respondent was assured that the survey responses were being provided anonymously; that the respondent would not be asked for his/her full name, address, or other identifying information. Verbal consent to participate in the survey was asked of all respondents.

The interviews were completed in one telephone call. If a respondent started, but refused to complete an interview in one phone call, the session was broken off and the interview was coded as a refusal. No attempts were made to weight these data.

Quality Control Procedures and Reporting

Interviewer performance was evaluated on the basis of production reports and regular on-line monitoring. Interviewer conduct during interviews was evaluated primarily by supervisory monitoring of actual calls, supplemented by review of interviewer notes maintained in the CATI system (all calls and notes recorded about those calls are maintained by the CATI system).

Summary of Data Cleaning

The CATI code was written to strictly enforce questionnaire logic. An interview could not be certified as "clean" until all appropriate questions had either been answered or assigned an acceptable non-response value, and until the data record for each interview was consistent with the instrument program logic.

A program was written to reformat the cleaned responses from the instrument into files that could be used for analytical purposes. Additional edits were performed in SAS. The additional edits included checks on the number of missing values, assignment of additional non-response values, and some constructed variables. Weights were also applied to the data files.

Omnibus Survey
Household Survey Results
Specific Methodology
January 2001

Introduction

Data collection for January 2001 Omnibus Household Survey began on January 10, 2001, and continued until January 16, 2001. Calls were placed between 9:00 a.m. and 9:00 p.m. local time in all regions of the country. Approximately 78 interviewers were trained for the study. Data were collected from households in the U.S. using a random-digit-dialed telephone survey method. The final data set includes 1,166 completed cases and a total of 178 variables. Battelle collected the data under contract with the Bureau of Transportation Statistics.

For this survey, 13,063 telephone numbers were purchased from Marketing Systems Group's (Ft. Washington, PA) GENESYS Sampling System. Of these, 8,000 were identified as working, residential telephone numbers and were divided into 16 replicates of approximately 500 households. Six of the sample replicates were not needed, resulting in 4,996 numbers being released for use by the telephone interviewers. For this survey, the total number of telephone numbers in the sampling frame was 246,870,500.

Response Rates

The procedure for response rate calculation is based on the guidelines established by the Council of American Survey Research Organizations (CASRO). The final response rate for the survey was obtained using the following formula:

$$Response\ Rate = \frac{Completed\ HH\ Interviews}{\left\{HHs\ In\ Scope + \left[Scope\ Undetermined * \frac{HHs\ In\ Scope}{HHs\ In\ \&\ Out\ of\ Scope}\right]\right\}}$$

Distribution of household telephone numbers by disposition categories is presented in Table 1 below. The number of household cases in each category was then used in the above formula to calculate an overall response rate of approximately 32 percent.

Table 1. Distribution of Household Cases by Disposition Code

Household Level	Results
Number of Telephone Numbers Released	4,996
Number of Out of Scope Numbers (ineligible)	1,154
Number of No Contact (Scope Undetermined)	780
Number of Households In scope	3,062
Number of Completes	1,166
Number of Partial Completes	48
Number of Language Problem	141

Number of Not Screened	218
Number of Refusal	1,118
Number of Parental Refusal	0
Number of Respondent Identified, Case Not Finalized	267
Number of Unavailable During Study Period	104
Household Response Rate	32.1%

Follow-up efforts were limited to 15 call attempts to determine whether a telephone number was residential, an additional five attempts to identify an eligible respondent, and a final five attempts to secure a completed interview or refusal. Therefore, the maximum number of call attempts to any household was 25. Once contact was made with a household, follow-up attempts followed a loose callback schedule established at the initial contact. That is, good times and days to call back were requested at the initial contact, but follow-up calls also were attempted before these appointment times, unless otherwise told not to do so by the household. This allowed for making the maximum number of attempts within the study period.

The January survey included refusal conversion interviews during January 14-16, 2001, to increase response rates. Twelve highly experienced refusal conversion specialists attempted to complete the interview with 1,068 households that had previously refused to participate. From those attempts, 148 households completed the survey.

Pretest

Prior to the start of actual data collection, a pretest was conducted to test the usability of the survey instrument. Particular focus was placed on testing questions that were new to the January survey. Qualified data collection and data preparation staff performed this pretest by first reviewing the questionnaire and then using it in simulated data collection situations. They looked for vague or confusing instructions, inconsistent questions or answer categories, incomplete or redundant sections, and poor pace, tone, flow, and format of questions. They also tested the interview length and determined that the survey questionnaire could be administered in approximately 15 minutes.

Pre-Contact Letter

For the January Household Survey a pre-contact letter was introduced into the study protocol. Address information matching the sampled telephone numbers was purchased from the GENESYS Sampling System for approximately 46% of the sample. A letter introducing the survey was then mailed to each of these addresses about five days before telephone interviews were conducted. The letter explained the procedures of the survey, encouraged participation, and was endorsed by Dr. Ashish Sen, Director of the Bureau of Transportation Statistics.

Omnibus Survey
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Summary Report
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Introduction

The Bureau of Transportation Statistics - the federal statistical agency for the Department of Transportation charged with improving the knowledge base for public decision making - coordinates the Omnibus Survey program. The survey is a ONEDOT effort to collect information about the transportation system, how it is used, and how it is viewed by the users.

BTS gathers data each month on a random basis from 1,000 households to determine the general public's satisfaction with the nation's transportation system and to prioritize improvements to the transportation system. This survey is intended to measure Americans' satisfaction with the transportation system and the Department of Transportation. It is not intended nor designed to measure characteristics of the transportation system. The data concerning characteristics of transportation are collected to enhance understanding of the customer satisfaction measures and the concerns respondents express regarding the transportation system.

Estimates such as the number of Americans traveling by air, the availability of public transportation, use of car pools, and the like may not match data from other sources because of sampling variability and methodological limitations of the survey. For example, the survey covers only people in households with a telephone. Characteristics related to the lack of a telephone will be estimated with imperfect accuracy. For example, estimates of households having no licensed motor vehicles are likely understated because the sample does not include households without telephones.

Another source of possible disagreement with other estimates occurs because the Omnibus survey does not use official definitions of transportation concepts in the interview. Due to time constraints, the survey often provides no definitions, but allows the respondent to interpret terminology in the question. Estimates based on respondent reports from the Omnibus Survey could differ from estimates obtained through different methods. For example, when the Omnibus asks respondents about the availability of public transportation, it does not specify, "within a quarter mile." Nor does it define "public transportation." Without precise definitions, respondents may consider charter buses, for example, to be "public transportation."

The findings provided by the Omnibus Survey program will provide a valuable framework for the Secretary and senior officials in DOT operating administrations to make measurable improvements in our transportation system, the security of our nation, and the quality of American life.

For More information

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Major Findings

This report on the January Household Survey of the Omnibus Survey Program summarizes the major findings of the survey. More detailed results and the data are available on the BTS Omnibus website at www.bts.gov/omnibus. Each month the survey contains a set of core questions about transportation system use and levels of satisfactionwith DOT, thus allowing for the identification of monthly trends. Each month the survey also contains questions posed by the various operating administrations within the Department. Finally, each month the survey asks questions relating to one of DOT's strategic goals. This month the Household Survey asked questions about mobility.

Transportation System User Trends

- Transportation use in the "past 30 days" has declined since December for every mode of transportation except commercial boats, ships, and ferries.
- Approximately 5 million people used recreational boats in the last 30 days. Almost half (47 percent) of the people who used recreational boat used it only 1 or 2 days. Among this group, more than half (59 percent) used their boats less than six hours, and almost all (96 percent) used their boats for 12 hours or less.
- In general, the public is satisfied with the modes of transportation they have used in the past 30 days. The highest rates of satisfaction were expressed for commercial boats, ships and ferries (100 percent), private or charter airlines (98 percent), and taxi, limo, or shuttle services (94 percent). The lowest rates of satisfaction were expressed for commercial airlines (81 percent) and public transportation (84 percent). Satisfaction with travel in private vehicles or on bicycles was not measured.

Impact of Delays and Congestion on Roads and Highways

- The most common response to road congestion is to use a different route or change the time of travel. Twenty-three (23, ±3.5) percent of Americans frequently changed their travel route in the past 30 days because of road congestion, while 40, (±5.4) percent changed their route occasionally. Twenty-one (21, ±5.3) percent frequently changed the time they traveled, while 31 (±4.0) percent changed their time of travel occasionally.
- Americans are not likely to change the type of transportation they use in response to road congestion. Eighty-four (84, ±2.7) percent of respondents indicated that, in the past 30 days, they "never" changed the mode of transportation they used due of road congestion. Only 5 (±1.1) percent of the public frequently changed the type of transportation they used because of road congestion, while 11 (±2.4) percent changed the type of transportation they used occasionally.

Access, Cost and Reliability

- Sixty-eight (68, ±2.9) percent of the public is somewhat to very concerned about the accessibility of transportation to people with disabilities. Forty (40, ±3.1) percent are somewhat to very dissatisfied with the Federal government's efforts to address this issue.
- Almost half of public (49.5, ±4.7 percent) is somewhat to very concerned about the availability of public transportation such as buses and trains in their area. Forty (40, ±3.1) percent are very dissatisfied with the Federal government's efforts to address this issue.
- Twenty seven (27, ±7.0) percent of Americans find getting from their homes to public transportation (local public bus, subway, or commuter rail) to be very inconvenient. An additional 12 (±1.7) percent find it to be somewhat inconvenient.
- Twenty-eight (28, ±6.1) percent of Americans find getting from their homes to intercity trains to be very inconvenient. Intercity buses appear to be more accessible; only 19 (±3.7) percent of the public find getting to intercity buses to be very inconvenient.
- Almost half of all Americans (44 percent, ±2.9) are very concerned about how much they spend on

transportation. One-third of Americans (33 percent, ±2.4) are very dissatisfied with the Federal Government's efforts to address the cost of transportation.

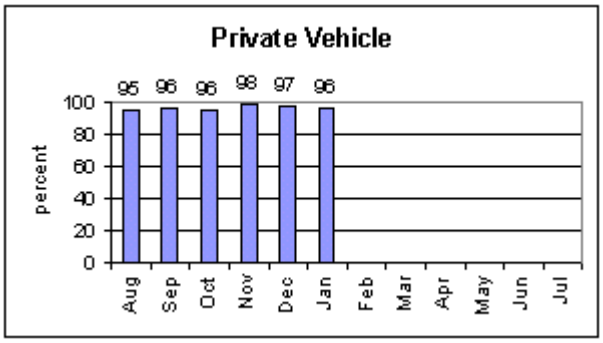
- Public transportation (local public bus, subway, or commuter rail) is viewed as "very affordable" by 31 (±3.2) percent of the public, more than any other mode of transportation. Only 7 (±1.2) percent of the public view commercial airlines as "very affordable."
- Commercial airplanes, and taxi, limo or shuttle services are considered "not at all affordable" by 21 (±2.4) percent of public. Fifteen (±2.2) percent of respondents rate commercial boats, ships or ferries to be "not at all affordable".
- Americans view car pools as the most reliable mode of transportation in terms of being on time. Thirty-three (33, ±2.6) percent rated car pools as "very reliable."

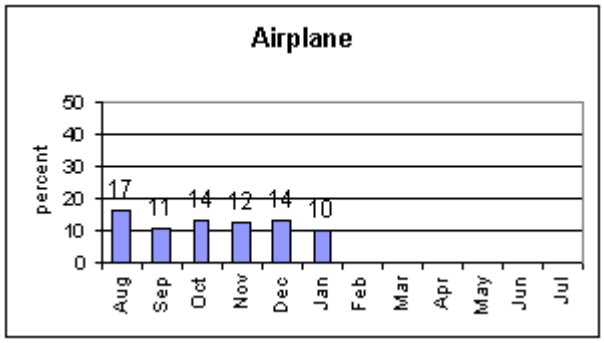
Air Travel

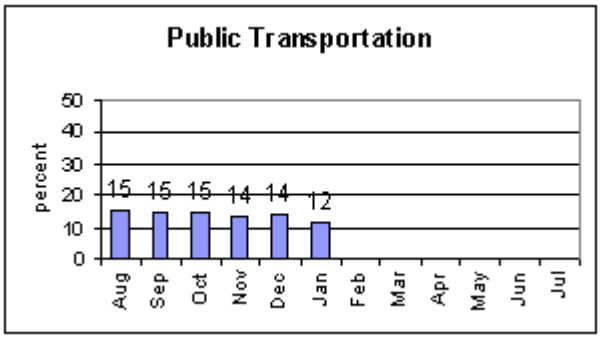
- Almost forty-three percent (42.8, ±3.1) of all Americans find commercial airlines to be either "not very affordable" or "not at all affordable". Over one fourth (25.8, ±3.1 percent) of the public rate commercial airlines as "not very reliable" or "not at all reliable" to be on time.
- Almost one in four Americans (24.5, ±2.7 percent) who flew in the past twelve months is somewhat or very dissatisfied with the range of available public transportation options for traveling to the airport.
- Twenty-four (24, ±4.3) percent of the public is somewhat or very dissatisfied with availability of parking at departure airport, and 52.4 (±4.5) percent are somewhat or very dissatisfied with the cost of parking.
- Approximately two out of every five Americans (39.3, ±7.1) who have flown in the past 12 months are either very or somewhat dissatisfied about notification of flight cancellations and delays.

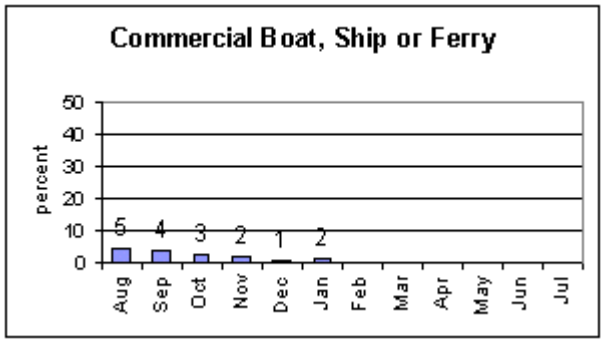
Transportation User Trends

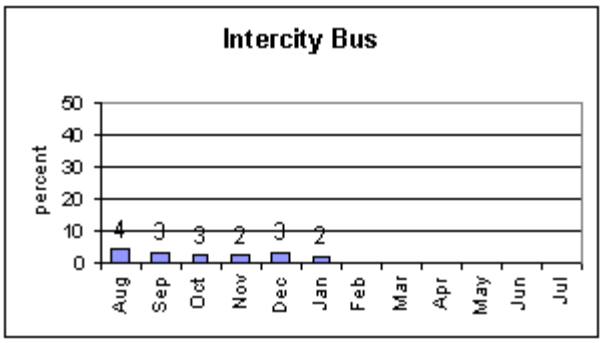
The following tables show the percent of adult population who used the transportation system in the last 30 days

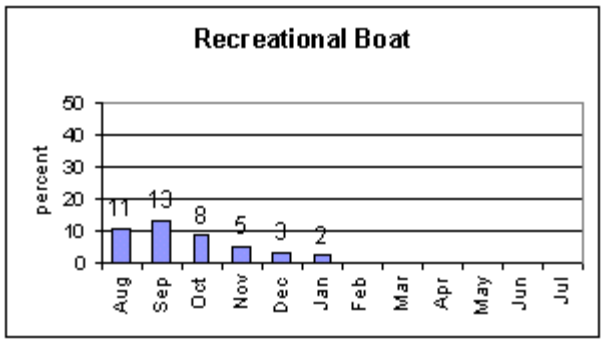


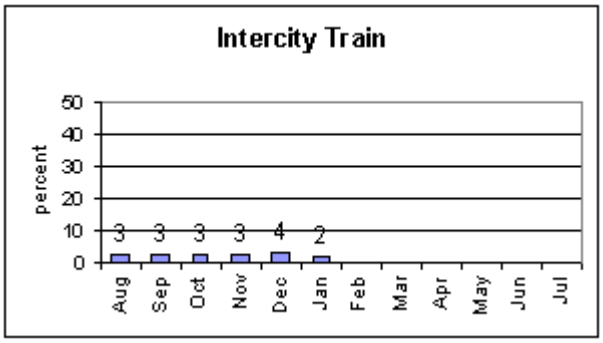


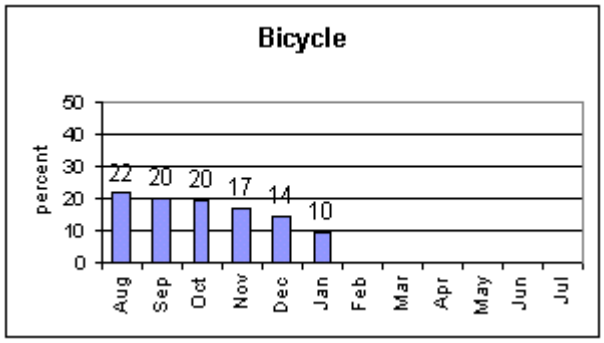


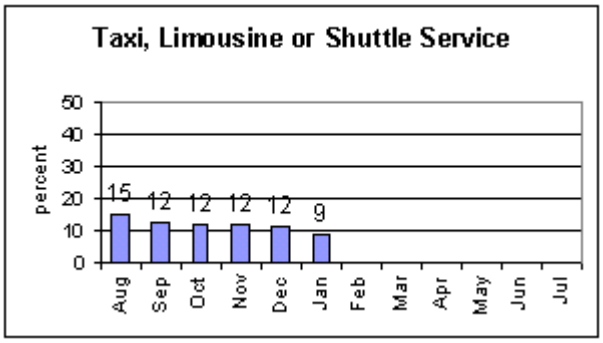








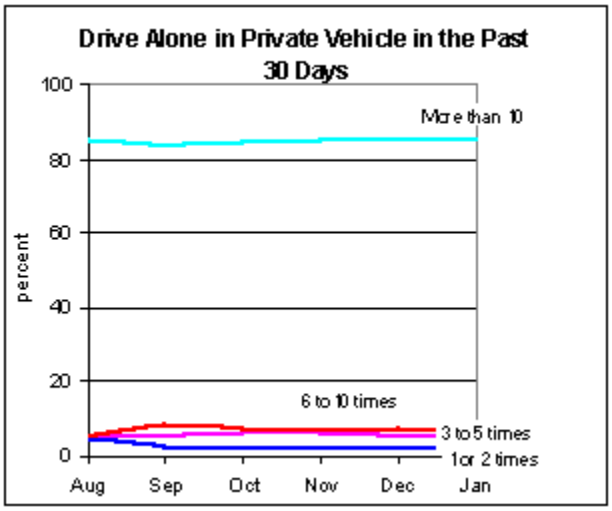


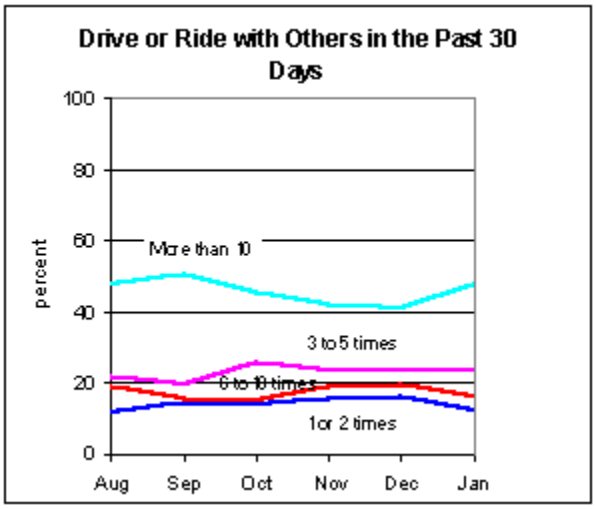


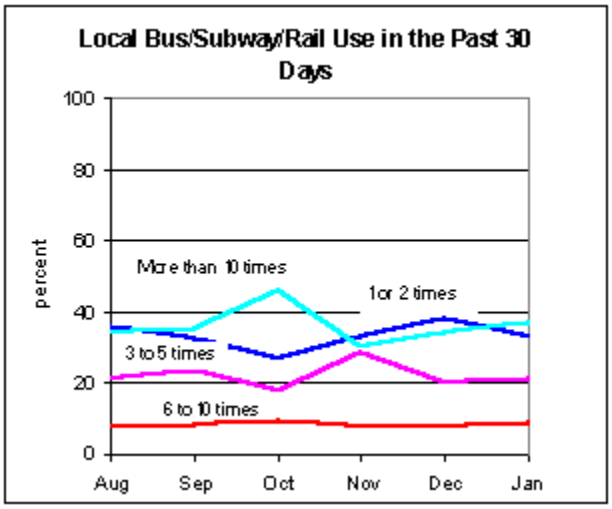
Frequency of Transportation Use in Last 30 Days - January

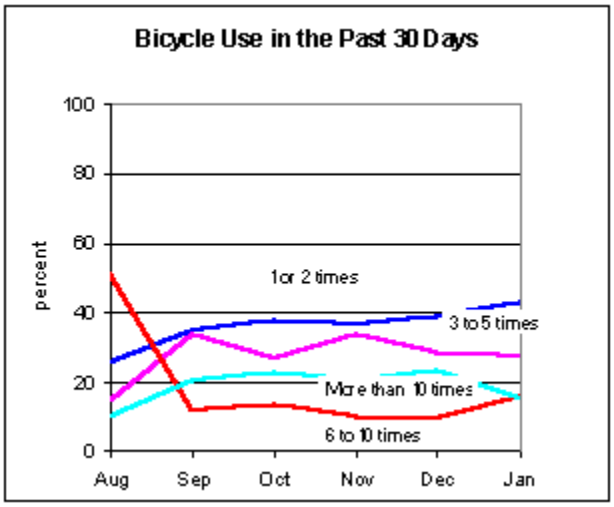
Mode of transportation	Total number (millions)	Percent who used mode in last 30 days by number of times used			
		1 or 2 times	3 to 5 times	6 to 10 times	More than 10 times
Drive alone in private vehicle	180.1	2.5%	5.4%	6.9%	85.3%
Drive or ride with others	115.3	12.2%	23.8%	16.4%	47.7%
Local bus, subway, rail	23.5	33.1%	21.1%	8.6%	37.3%
Bicycle	19.6	42.7%	27.3%	15.3%	14.7%
Commercial airliner	18.8	74.6%	18.2%	2.3%	4.9%
Taxi, limo or shuttle	18.7	58.4%	20.1%	8.9%	12.6%
Car pool or van pool	18.6	15.4%	26.3%	12.9%	45.5%
Recreational boat	5.0	47.3%	32.4%	17.2%	3.2%
Intercity bus	4.1	70.3%	8.5%	1.7%	19.6%

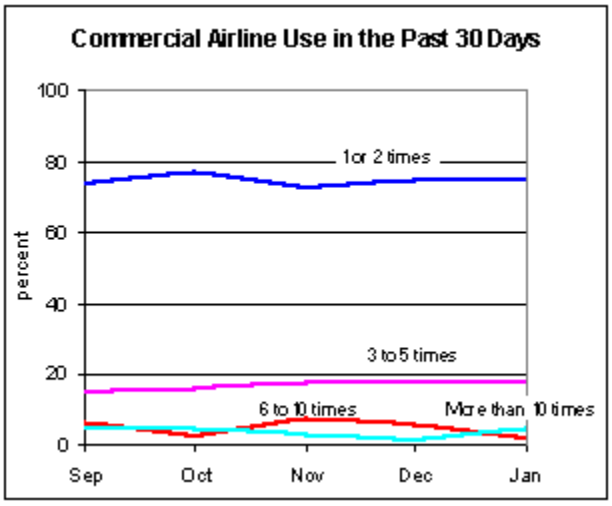
Intercity train	4.0	72.6%	13.0%	-	14.4%
Private or charter airplane	3.5	76.5%	16.8%	-	6.6%
Commercial boat	3.2	45.7%	23.4%	20.3%	10.7%

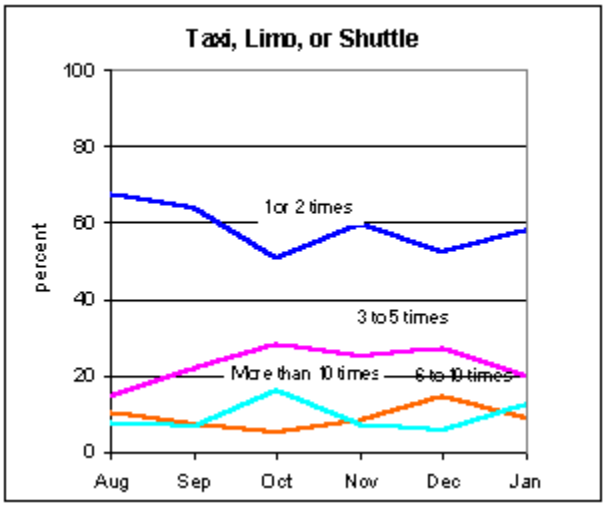


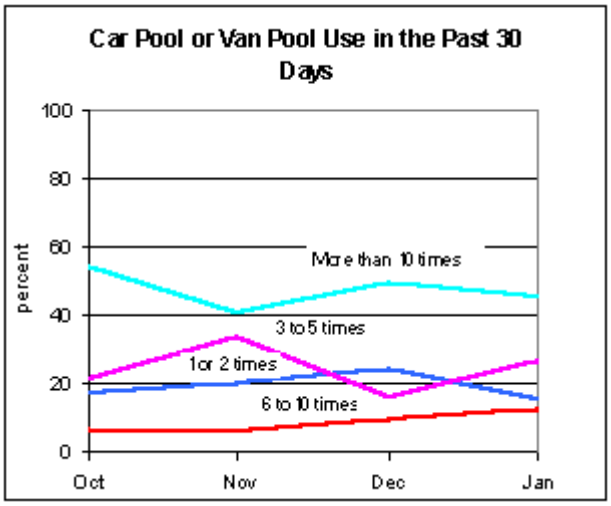


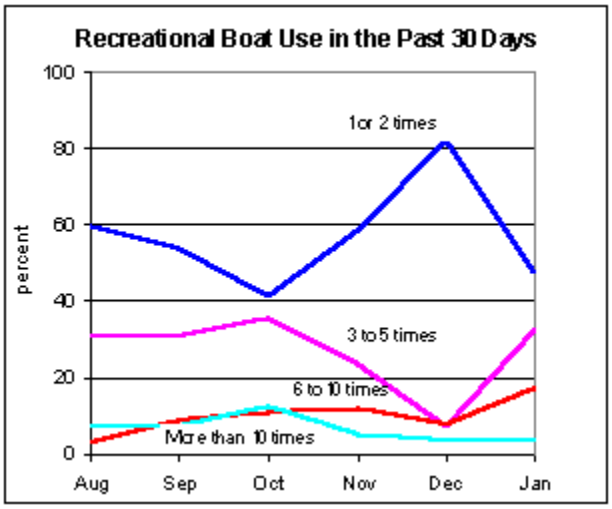


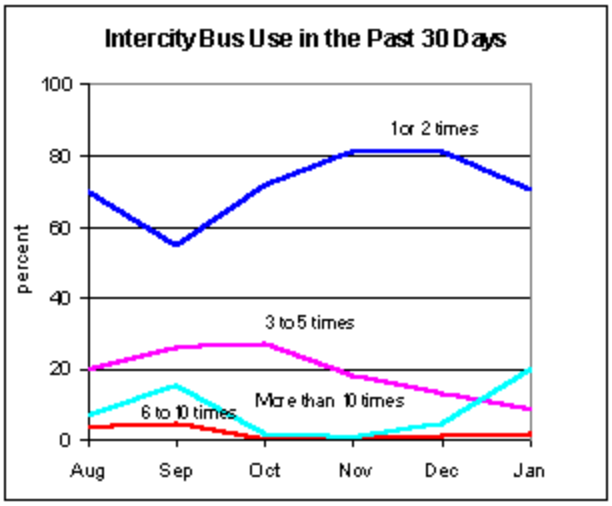


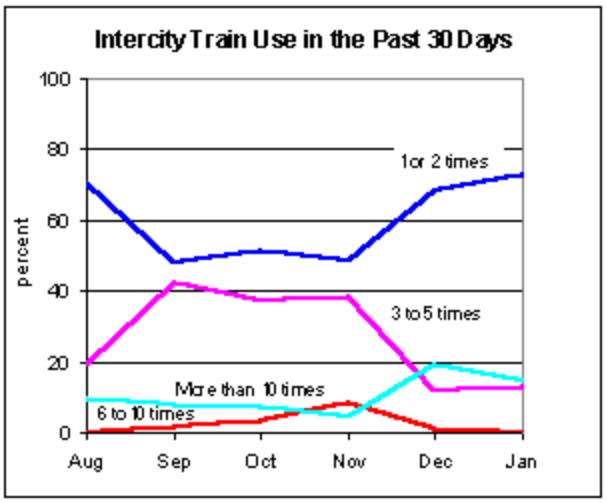


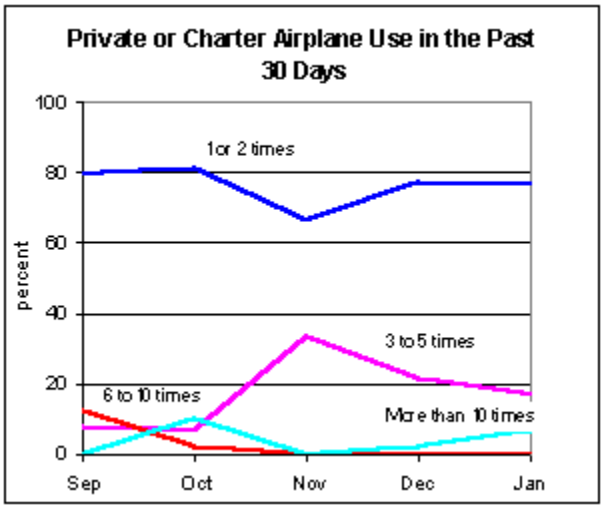


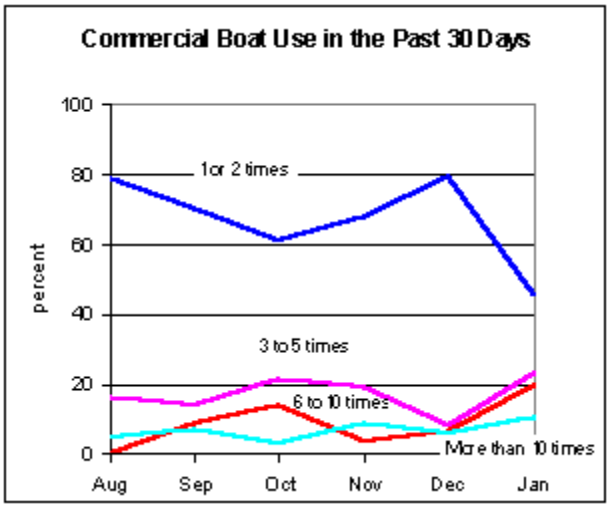




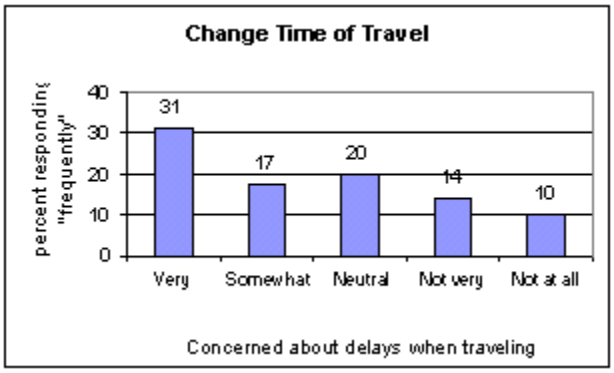


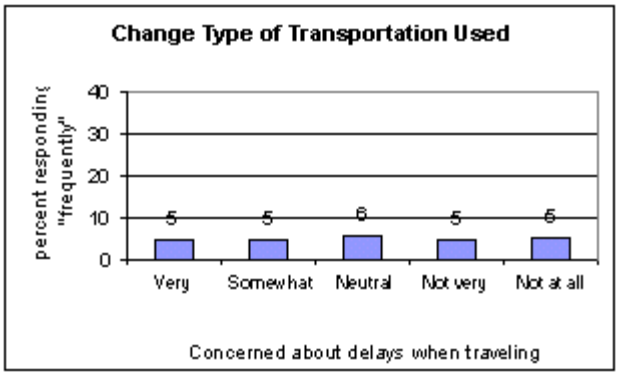


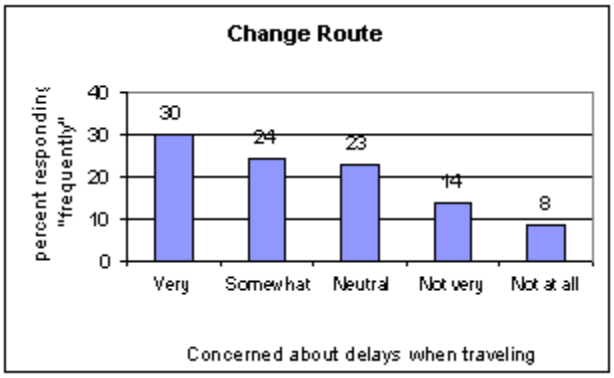


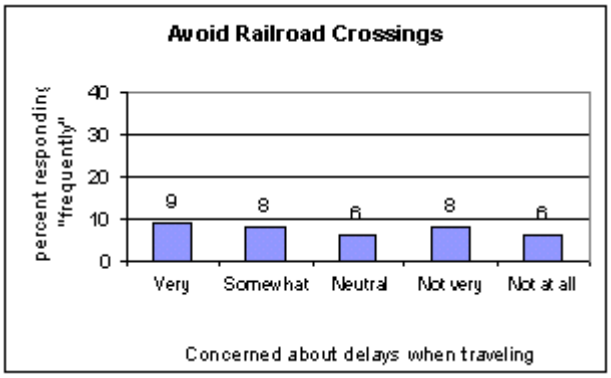


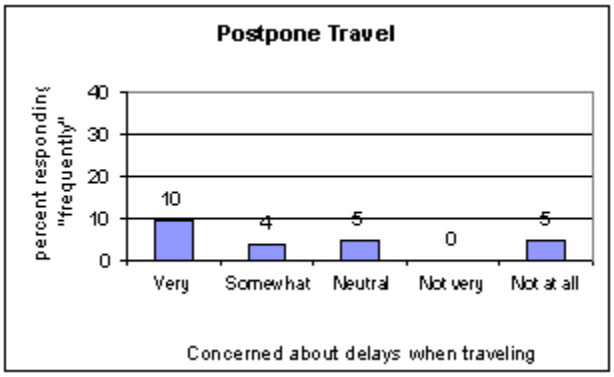
Response to Delays or Congestion on Highways and Roads - percent of Americans frequently adopting response by by degree of concern for delays when traveling

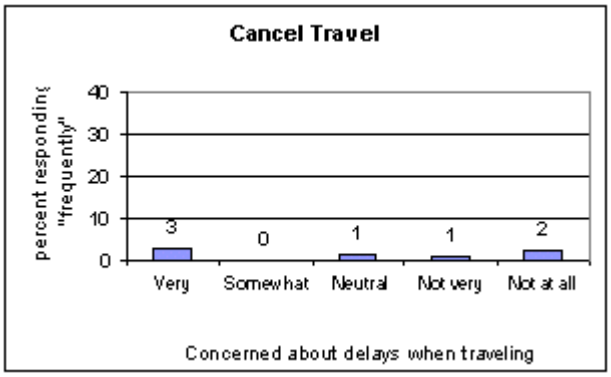

Change Time of Travel
percent responding "frequently"
40
30
20
10
0
31
17
20
14
10
Very
Somewhat
Neutral
Not very
Not at all
Concerned about delays when traveling

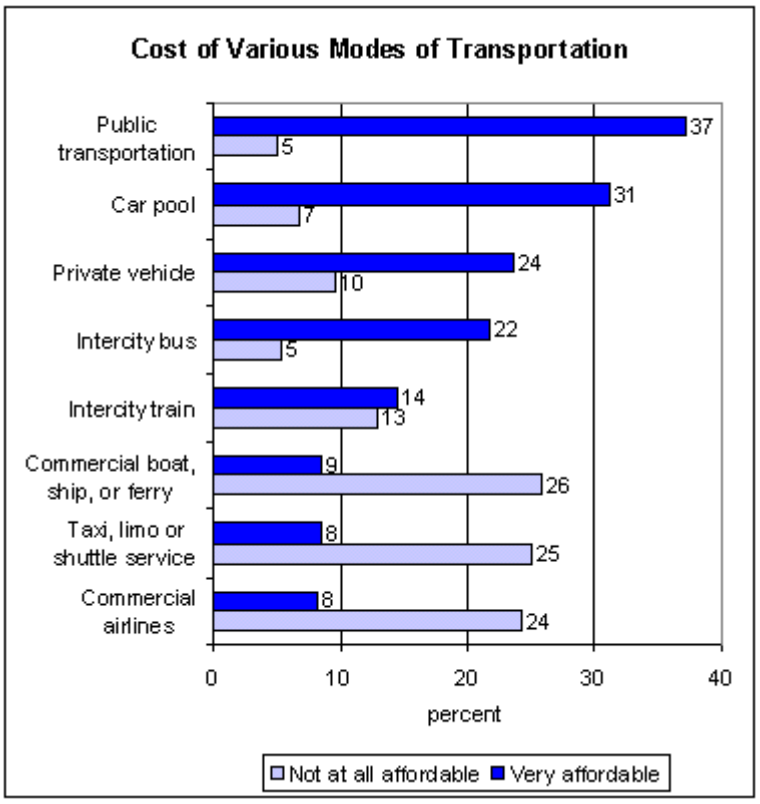

Change Type of Transportation Used
percent responding "frequently"
40
30
20
10
0
5
5
6
5
6
Very
Somewhat
Neutral
Not very
Not at all
Concerned about delays when traveling

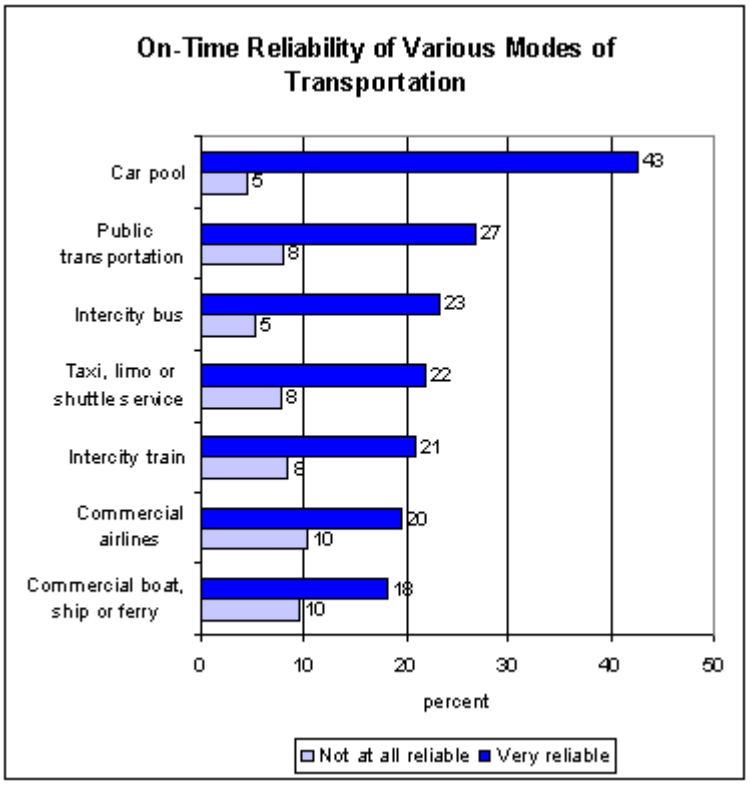

Change Route
percent responding "frequently"
40
30
20
10
0
30
24
23
14
8
Very
Somewhat
Neutral
Not very
Not at all
Concerned about delays when traveling


Avoid Railroad Crossings
percent responding "frequently"
40
30
20
10
0
9
8
6
8
6
Very
Somewhat
Neutral
Not very
Not at all
Concerned about delays when traveling


Postpone Travel
percent responding "frequently"
40
30
20
10
0
10
4
5
0
5
Very
Somewhat
Neutral
Not very
Not at all
Concerned about delays when traveling


Cancel Travel
percent responding "frequently"
40
30
20
10
0
3
0
1
1
2
Very
Somewhat
Neutral
Not very
Not at all
Concerned about delays when traveling


Cost of Various Modes of Transportation
Public transportation
37
5
Car pool
31
7
Private vehicle
24
10
Intercity bus
22
5
Intercity train
14
13
Commercial boat, ship, or ferry
9
26
Taxi, limo or shuttle service
8
25
Commercial airlines
8
24
0
10
20
30
40
percent
Not at all affordable
Very affordable


On-Time Reliability of Various Modes of Transportation
Car pool
43
5
Public transportation
27
8
Intercity bus
23
5
Taxi, limo or shuttle service
22
8
Intercity train
21
8
Commercial airlines
20
10
Commercial boat, ship or ferry
18
10
0
10
20
30
40
50
percent
Not at all reliable
Very reliable

Omnibus Survey
Household Survey Results
Marginal Frequency Distributions
January 2001

Questionnaire Item	Count	Percentage (Standard Error)
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
a. Public Transportation, for example local public bus, subway, or commuter rail		
Yes	23,505,389	12 (2.36)
No	177,201,311	88 (2.36)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
a. Public Transportation, for example local public bus, subway, or commuter rail		
1-2	7,773,359	33 (4.77)
3-5	4,953,385	21 (2.87)
6-10	2,008,904	9 (2.92)
More than 10 Days	8,769,741	37 (2.43)
Subtotal Valid Responses	23,505,389	100
Appropriate Skip	177,201,311	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
a. Public Transportation, for example local public bus, subway, or commuter rail		
Yes	19,797,222	84 (2.98)
No	3,636,275	16 (2.98)
Subtotal Valid Responses	23,433,498	100
Don't Know	71,891	
Appropriate Skip	177,201,311	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
b. Driving alone in a private vehicle, such as a car, sport utility vehicle, pickup truck, van, or motorcycle		
Yes	180,091,594	90 (1.41)
No	20,615,106	10 (1.41)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

A1x. On how many days did you use this type of transportation?		
b. Driving alone in a private vehicle, such as a car, sport utility vehicle, pickup truck, van, or motorcycle		
1-2	4,525,549	3 (0.49)
3-5	9,630,194	5 (0.96)
6-10	12,358,422	7 (0.63)
More than 10 Days	153,577,429	85 (1.37)
Subtotal Valid Responses	180,091,594	100
Appropriate Skip	20,615,106	
Total	200,706,700	

A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
c. Traveling in an organized carpool or vanpool		
Yes	18,596,746	9 (1.31)
No	182,109,954	91 (1.31)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

A1x. On how many days did you use this type of transportation?		
c. Traveling in an organized carpool or vanpool		
1-2	2,859,398	15 (3.20)
3-5	4,882,577	26 (2.36)
6-10	2,399,696	13 (2.63)
More than 10 Days	8,455,075	45 (1.65)
Subtotal Valid Responses	18,596,746	100
Appropriate Skip	182,109,954	
Total	200,706,700	

C20a. Were you satisfied with this type of transportation?		
c. Traveling in an organized carpool or vanpool		
Yes	16,312,469	88 (4.64)
No	2,284,277	12 (4.64)
Subtotal Valid Responses	18,596,746	100
Appropriate Skip	182,109,954	
Total	200,706,700	

A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
d. Traveling with others in a private vehicle		
Yes	115,442,317	58 (2.19)
No	85,264,383	42 (2.19)
Subtotal Valid Responses	200,706,700	100

Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
d. Traveling with others in a private vehicle		
1-2	14,020,546	12 (0.64)
3-5	27,378,400	24 (1.62)
6-10	18,850,080	16 (0.51)
More than 10 Days	55,002,584	48 (0.97)
Subtotal Valid Responses	115,251,611	100
Don't Know	190,706	
Appropriate Skip	85,264,383	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
e. City to city bus, such as Greyhound or Charter		
Yes	4,098,450	2 (0.29)
No	196,608,250	98 (0.29)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
e. City to city bus, such as Greyhound or Charter		
1-2	2,879,367	70 (4.30)
3-5	346,461	8 (5.73)
6-10	69,392	2 (1.34)
More than 10 Days	803,230	20 (6.30)
Subtotal Valid Responses	4,098,450	100
Appropriate Skip	196,608,250	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
e. City to city bus, such as Greyhound or Charter		
Yes	3,634,294	89 (8.15)
No	464,156	11 (8.15)
Subtotal Valid Responses	4,098,450	100
Appropriate Skip	196,608,250	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
f. City to city train, such as AMTRAK		
Yes	3,951,408	2 (0.55)

No	196,755,292	98 (0.55)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
f. City to city train, such as AMTRAK		
1-2	2,870,272	73 (10.80)
3-5	513,320	13 (4.44)
More than 10 Days	567,816	14 (7.19)
Subtotal Valid Responses	3,951,408	100
Appropriate Skip	196,755,292	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
f. City to city train, such as AMTRAK		
Yes	3,426,960	87 (7.84)
No	524,448	13 (7.84)
Subtotal Valid Responses	3,951,408	100
Appropriate Skip	196,755,292	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
g. Taxi, limousine, or shuttle service		
Yes	18,665,145	9 (1.48)
No	182,041,555	91 (1.48)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
g. Taxi, limousine, or shuttle service		
1-2	10,897,251	58 (5.17)
3-5	3,758,002	20 (2.72)
6-10	1,667,091	9 (3.49)
More than 10 Days	2,342,800	13 (3.76)
Subtotal Valid Responses	18,665,145	100
Appropriate Skip	182,041,555	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
g. Taxi, limousine, or shuttle service		
Yes	17,612,422	94 (1.31)
No	1,052,722	6 (1.31)

Appropriate Skip	182,041,555	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
h. Commercial airplane		
Yes	18,752,550	9 (1.42)
No	181,954,150	91 (1.42)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
h. Commercial airplane		
1-2	13,984,610	75 (3.85)
3-5	3,414,874	18 (3.49)
6-10	425,820	2 (1.57)
More than 10 Days	927,246	5 (2.48)
Subtotal Valid Responses	18,752,550	100
Appropriate Skip	181,954,150	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
h. Commercial airplane		
Yes	15,201,972	81 (2.61)
No	3,550,577	19 (2.61)
Subtotal Valid Responses	18,752,550	100
Appropriate Skip	181,954,150	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
i. Private or charter airplane		
Yes	3,464,100	2 (0.22)
No	197,242,600	98 (0.22)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
i. Private or charter airplane		
1-2	2,651,372	77 (5.96)
3-5	583,299	17 (6.26)
More than 10 Days	229,429	7 (3.54)
Subtotal Valid Responses	3,464,100	100

Appropriate Skip	197,242,600	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
i. Private or charter airplane		
Yes	3,405,691	98 (1.53)
No	58,408	2 (1.53)
Subtotal Valid Responses	3,464,100	100
Appropriate Skip	197,242,600	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
j. Commercial boat, ship, or ferry		
Yes	3,234,664	2 (0.16)
No	197,472,036	98 (0.16)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
j. Commercial boat, ship, or ferry		
1-2	1,477,145	46 (9.97)
3-5	756,356	23 (8.47)
6-10	655,706	20 (11.80)
More than 10 Days	345,458	11 (7.73)
Subtotal Valid Responses	3,234,664	100
Appropriate Skip	197,472,036	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
j. Commercial boat, ship, or ferry		
Yes	3,234,664	100 (0.00)
Subtotal Valid Responses	3,234,664	100
Appropriate Skip	197,472,036	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
k. Recreational boat		
Yes	4,951,651	2 (0.35)
No	195,755,049	98 (0.35)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

A1x. On how many days did you use this type of transportation?		
k. Recreational boat		
1-2	2,341,128	47 (7.50)
3-5	1,602,975	32 (5.65)
6-10	849,727	17 (7.65)
More than 10 Days	157,821	3 (2.39)
Subtotal Valid Responses	4,951,651	100
Appropriate Skip	195,755,049	
Total	200,706,700	
A1ka. Altogether, how many hours did you spend on a recreational boat?		
1-6	2,696,037	54 (9.45)
7-12	1,111,650	22 (5.89)
13-20	299,056	6 (4.52)
More Than 20 Hours	844,909	17 (6.38)
Subtotal Valid Responses	4,951,651	100
Appropriate Skip	195,755,049	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
l. Bicycle		
Yes	19,556,831	10 (0.91)
No	181,149,869	90 (0.91)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
l. Bicycle		
1-2	8,340,373	43 (1.62)
3-5	5,346,032	27 (3.55)
6-10	2,996,598	15 (3.31)
More than 10 Days	2,873,827	15 (6.02)
Subtotal Valid Responses	19,556,831	100
Appropriate Skip	181,149,869	
Total	200,706,700	
A1La. Did you use your bicycle primarily for. . .		
Commuting to Work	1,697,901	9 (1.91)
Recreation	9,275,643	47 (6.67)
Exercise	6,921,531	35 (3.64)
Some Other Purpose	1,661,755	8 (3.83)

Appropriate Skip	181,149,869	
Total	200,706,700	

C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .

c. Delays when you travel

Very Concerned	70,724,487	35 (2.00)
Somewhat Concerned	41,431,554	21 (1.43)
Neutral	40,847,997	20 (1.73)
Not Very Concerned	17,252,079	9 (0.92)
Not at All Concerned	29,903,418	15 (2.61)
Subtotal Valid Responses	200,159,536	100
Don't Know	547,164	
Total	200,706,700	

C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .

d. Ease of use of transportation

Very Concerned	56,947,778	28 (0.86)
Somewhat Concerned	37,299,925	19 (0.99)
Neutral	35,206,265	18 (1.26)
Not Very Concerned	25,644,701	13 (1.02)
Not at All Concerned	44,906,146	22 (2.25)
Subtotal Valid Responses	200,004,815	100
Don't Know	701,885	
Total	200,706,700	

C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .

g. How much you spend on transportation

Very Concerned	88,392,367	44 (1.47)
Somewhat Concerned	45,241,519	23 (1.20)
Neutral	29,234,388	15 (0.48)
Not Very Concerned	14,539,800	7 (0.77)
Not at All Concerned	22,788,549	11 (0.49)
Subtotal Valid Responses	200,196,623	100
Don't Know	510,077	
Total	200,706,700	

C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .

j. The accessibility of transportation to people with disabilities		
Very Concerned	94,507,107	47 (1.67)
Somewhat Concerned	41,183,136	21 (1.24)
Neutral	30,756,122	15 (0.83)
Not Very Concerned	14,125,674	7 (0.32)
Not at All Concerned	18,752,659	9 (1.12)
Subtotal Valid Responses	199,324,699	100
Don't Know	1,382,001	
Total	200,706,700	

C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .		
k. The availability of public transportation, such as buses and trains, in your area		
Very Concerned	62,163,756	31 (2.47)
Somewhat Concerned	36,003,730	18 (1.68)
Neutral	36,532,912	18 (0.97)
Not Very Concerned	25,350,030	13 (1.14)
Not at All Concerned	38,176,364	19 (3.02)
Subtotal Valid Responses	198,226,792	100
Don't Know	2,479,908	
Total	200,706,700	

C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.		
c. Reducing delays when you travel		
Very Dissatisfied	43,396,481	23 (2.05)
Somewhat Dissatisfied	32,592,485	17 (1.18)
Neither Dissatisfied nor Satisfied	71,990,118	37 (1.81)
Somewhat Satisfied	25,701,374	13 (1.54)
Very Satisfied	18,703,152	10 (0.82)
Subtotal Valid Responses	192,383,610	100
Don't Know	8,250,482	
Refused	72,608	
Total	200,706,700	

C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.		
d. Making transportation easier to use		
Very Dissatisfied	30,229,334	16 (1.33)
Somewhat Dissatisfied	38,359,813	20 (1.16)
Neither Dissatisfied nor Satisfied	68,563,792	35 (0.85)

Somewhat Satisfied	34,672,143	18 (1.17)
Very Satisfied	22,259,221	11 (1.83)
Subtotal Valid Responses	194,084,303	100
Don't Know	6,361,586	
Refused	260,811	
Total	200,706,700	

C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.

g. The cost of transportation

Very Dissatisfied	65,449,707	33 (1.25)
Somewhat Dissatisfied	42,781,033	22 (0.82)
Neither Dissatisfied nor Satisfied	45,627,324	23 (0.55)
Somewhat Satisfied	20,572,627	10 (0.67)
Very Satisfied	21,825,296	11 (0.83)
Subtotal Valid Responses	196,255,987	100
Don't Know	4,378,105	
Refused	72,608	
Total	200,706,700	

C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.

j. Providing accessible transportation to people with disabilities

Very Dissatisfied	43,501,268	22 (1.35)
Somewhat Dissatisfied	33,867,509	17 (1.32)
Neither Dissatisfied nor Satisfied	57,051,602	29 (1.83)
Somewhat Satisfied	30,534,520	16 (1.15)
Very Satisfied	29,042,812	15 (0.67)
Subtotal Valid Responses	193,997,711	100
Don't Know	6,708,989	
Total	200,706,700	

C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.

k. Providing public transportation in your area

Very Dissatisfied	44,402,245	23 (1.44)
Somewhat Dissatisfied	33,655,156	17 (1.20)
Neither Dissatisfied nor Satisfied	52,670,133	27 (1.41)
Somewhat Satisfied	34,607,396	18 (1.35)
Very Satisfied	29,961,953	15 (1.42)
Subtotal Valid Responses	195,296,884	100

Don't Know	5,409,816	
Total	200,706,700	

C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:

a. Changed the time of day you traveled

Never	95,090,262	47 (3.89)
Occasionally	62,417,690	31 (2.06)
Frequently	42,819,261	21 (2.71)
Subtotal Valid Responses	200,327,213	100
Don't Know	239,443	
Refused	140,043	
Total	200,706,700	

C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:

b. Changed the type of transportation you used, such as a car, bus, train, or subway

Never	167,372,959	84 (1.39)
Occasionally	22,979,230	11 (1.21)
Frequently	10,016,214	5 (0.55)
Subtotal Valid Responses	200,368,403	100
Don't Know	198,254	
Refused	140,043	
Total	200,706,700	

C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:

c. Changed the route you took to reach your destination

Never	75,769,718	38 (3.47)
Occasionally	79,250,747	40 (2.77)
Frequently	45,406,148	23 (1.79)
Subtotal Valid Responses	200,426,613	100
Don't Know	140,043	
Refused	140,043	
Total	200,706,700	

C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:

d. Took a route specifically to avoid railroad crossings

Never	160,776,438	80 (1.76)
Occasionally	24,487,246	12 (1.13)
Frequently	15,040,066	8 (1.52)
Subtotal Valid Responses	200,303,749	100
Don't Know	177,751	

Refused	225,200	
Total	200,706,700	
C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:		
e. Postponed your trip to another day		
Never	150,080,873	75 (1.63)
Occasionally	38,886,507	19 (1.36)
Frequently	11,599,277	6 (0.68)
Subtotal Valid Responses	200,566,657	100
Refused	140,043	
Total	200,706,700	
C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:		
f. Cancelled your trip entirely		
Never	172,551,381	86 (0.94)
Occasionally	24,829,188	12 (0.83)
Frequently	3,186,087	2 (0.28)
Subtotal Valid Responses	200,566,657	100
Refused	140,043	
Total	200,706,700	
C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .		
a. Public transportation, such as local public bus, subway, or commuter rail		
Very Inconvenient	54,328,019	27 (3.56)
Somewhat Inconvenient	24,541,102	12 (0.88)
Neutral	26,257,719	13 (1.05)
Somewhat Convenient	23,012,693	12 (0.86)
Very Convenient	52,869,776	26 (3.07)
N/A	18,666,768	9 (0.48)
Subtotal Valid Responses	199,676,078	100
Don't Know	1,030,622	
Total	200,706,700	
C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .		
b. Taxi, limousine, or shuttle service		
Very Inconvenient	46,615,670	23 (4.41)
Somewhat Inconvenient	22,912,192	11 (1.23)
Neutral	28,555,127	14 (0.95)
Somewhat Convenient	29,506,054	15 (1.94)

Very Convenient	48,239,912	24 (2.37)
N/A	23,950,360	12 (0.85)
Subtotal Valid Responses	199,779,316	100
Don't Know	927,384	
Total	200,706,700	

C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .

c. Commercial airplane

Very Inconvenient	41,259,980	21 (2.67)
Somewhat Inconvenient	25,436,524	13 (0.58)
Neutral	35,636,106	18 (1.58)
Somewhat Convenient	38,208,780	19 (1.97)
Very Convenient	42,084,652	21 (1.72)
N/A	16,998,032	9 (0.84)
Subtotal Valid Responses	199,624,073	100
Don't Know	1,082,627	
Total	200,706,700	

C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .

d. Commercial boat, ship, or ferry

Very Inconvenient	68,780,437	35 (2.24)
Somewhat Inconvenient	15,790,276	8 (1.19)
Neutral	25,330,641	13 (0.55)
Somewhat Convenient	12,926,595	7 (1.03)
Very Convenient	17,679,915	9 (0.65)
N/A	57,553,348	29 (1.93)
Subtotal Valid Responses	198,061,212	100
Don't Know	2,645,488	
Total	200,706,700	

C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .

e. City to city bus, such as Greyhound

Very Inconvenient	38,446,469	19 (1.88)
Somewhat Inconvenient	23,215,194	12 (1.45)
Neutral	36,678,670	18 (1.44)
Somewhat Convenient	34,669,407	17 (1.84)
Very Convenient	35,708,429	18 (2.37)
N/A	29,890,287	15 (0.95)
Subtotal Valid Responses	198,608,454	100
Don't Know	2,098,246	

Total	200,706,700	

C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .

f. City to city train, such as Amtrak

Very Inconvenient	55,075,619	28 (3.10)
Somewhat Inconvenient	20,699,444	10 (1.17)
Neutral	26,525,028	13 (1.07)
Somewhat Convenient	24,754,820	12 (1.74)
Very Convenient	28,247,225	14 (1.91)
N/A	43,532,427	22 (1.42)
Subtotal Valid Responses	198,834,562	100
Don't Know	1,872,138	
Total	200,706,700	

C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .

g. Carpool, vanpool, or private vehicle in which you travel with others

Very Inconvenient	31,537,655	16 (1.11)
Somewhat Inconvenient	16,816,927	8 (0.62)
Neutral	30,518,708	15 (1.20)
Somewhat Convenient	28,188,076	14 (0.89)
Very Convenient	52,358,644	26 (1.08)
N/A	39,207,115	20 (1.05)
Subtotal Valid Responses	198,627,126	100
Don't Know	1,992,765	
Refused	86,810	
Total	200,706,700	

C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .

a. Public transportation, such as local public bus, subway, or commuter rail

Not at All Affordable	8,063,155	4 (0.87)
Not Very Affordable	12,833,176	7 (0.74)
Neutral	42,393,855	22 (0.81)
Somewhat Affordable	38,078,972	19 (1.41)
Very Affordable	59,770,744	31 (1.64)
N/A	34,814,648	18 (2.87)
Subtotal Valid Responses	195,954,549	100
Don't Know	4,665,341	
Refused	86,810	
Total	200,706,700	

C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
b. Traveling alone in your private vehicle		
Not at All Affordable	18,415,568	9 (1.43)
Not Very Affordable	31,136,050	16 (0.57)
Neutral	42,188,483	21 (1.01)
Somewhat Affordable	55,288,001	28 (0.82)
Very Affordable	45,532,209	23 (2.43)
N/A	8,043,856	4 (0.39)
Subtotal Valid Responses	200,604,167	100
Don't Know	102,533	
Total	200,706,700	

C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
c. Taxi, limousine, or shuttle service		
Not at All Affordable	41,001,922	21 (1.24)
Not Very Affordable	36,130,839	18 (1.61)
Neutral	40,520,535	21 (2.04)
Somewhat Affordable	31,669,656	16 (0.95)
Very Affordable	13,845,265	7 (0.70)
N/A	33,347,133	17 (2.50)
Subtotal Valid Responses	196,515,350	100
Don't Know	4,191,350	
Total	200,706,700	

C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
d. Commercial airplane		
Not at All Affordable	42,438,665	21 (1.24)
Not Very Affordable	42,400,993	21 (1.41)
Neutral	40,580,035	20 (2.47)
Somewhat Affordable	35,711,969	18 (1.74)
Very Affordable	14,323,462	7 (0.59)
N/A	22,767,719	11 (1.07)
Subtotal Valid Responses	198,222,843	100
Don't Know	2,483,857	
Total	200,706,700	

C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
e. Commercial boat, ship, or ferry		
Not at All Affordable	28,899,993	15 (1.10)
Not Very Affordable	18,981,605	10 (0.83)

Neutral	40,468,073	21 (1.94)
Somewhat Affordable	14,021,098	7 (0.92)
Very Affordable	9,640,116	5 (0.84)
N/A	81,003,067	42 (2.26)
Subtotal Valid Responses	193,013,952	100
Don't Know	7,692,748	
Total	200,706,700	

C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .
f. City to city bus, such as Greyhound

Not at All Affordable	8,134,986	4 (1.00)
Not Very Affordable	14,061,653	7 (0.86)
Neutral	47,842,406	25 (1.71)
Somewhat Affordable	47,354,325	24 (1.67)
Very Affordable	32,481,816	17 (0.83)
N/A	44,877,440	23 (1.23)
Subtotal Valid Responses	194,752,627	100
Don't Know	5,954,073	
Total	200,706,700	

C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .
g. City to city train, such as Amtrak

Not at All Affordable	16,822,033	9 (1.14)
Not Very Affordable	16,666,472	9 (1.16)
Neutral	44,651,185	23 (1.80)
Somewhat Affordable	34,042,486	18 (1.75)
Very Affordable	18,928,352	10 (0.37)
N/A	62,938,687	32 (2.58)
Subtotal Valid Responses	194,049,215	100
Don't Know	6,657,485	
Total	200,706,700	

C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .
h. Carpool, vanpool, or private vehicle in which you travel with others

Not at All Affordable	10,444,818	5 (0.26)
Not Very Affordable	10,540,291	5 (0.53)
Neutral	41,560,101	21 (1.00)
Somewhat Affordable	44,150,594	22 (0.59)
Very Affordable	48,503,606	25 (1.00)
N/A	41,608,422	21 (0.78)

Subtotal Valid Responses	196,807,832	100
Don't Know	3,898,868	
Total	200,706,700	

C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .

a. Public transportation, such as local public bus, subway, or commuter rail

Not at All Reliable	12,455,770	6 (1.43)
Not Very Reliable	12,946,280	7 (1.21)
Neutral	41,566,748	21 (1.69)
Somewhat Reliable	47,397,346	24 (2.56)
Very Reliable	41,639,239	21 (1.86)
N/A	38,925,401	20 (2.85)
Subtotal Valid Responses	194,930,783	100
Don't Know	5,775,917	
Total	200,706,700	

C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .

b. Taxi, limousine, or shuttle service

Not at All Reliable	11,995,359	6 (0.65)
Not Very Reliable	13,810,446	7 (0.67)
Neutral	45,980,735	24 (0.95)
Somewhat Reliable	49,273,074	25 (2.16)
Very Reliable	34,000,141	17 (1.86)
N/A	39,546,582	20 (3.41)
Subtotal Valid Responses	194,606,337	100
Don't Know	6,100,363	
Total	200,706,700	

C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .

c. Commercial airplane

Not at All Reliable	17,686,542	9 (1.23)
Not Very Reliable	33,455,386	17 (1.07)
Neutral	38,003,538	19 (1.65)
Somewhat Reliable	47,462,693	24 (2.45)
Very Reliable	33,358,280	17 (1.14)
N/A	28,180,682	14 (1.51)
Subtotal Valid Responses	198,147,121	100
Don't Know	2,559,579	
Total	200,706,700	

C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
d. Commercial boat, ship, or ferry		
Not at All Reliable	9,745,833	5 (1.06)
Not Very Reliable	8,671,317	5 (0.81)
Neutral	41,933,723	22 (1.14)
Somewhat Reliable	23,235,257	12 (1.04)
Very Reliable	18,703,097	10 (0.93)
N/A	87,508,565	46 (1.12)
Subtotal Valid Responses	189,797,790	100
Don't Know	10,908,910	
Total	200,706,700	

C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
e. City to city bus, such as Greyhound		
Not at All Reliable	7,532,366	4 (0.86)
Not Very Reliable	10,188,410	5 (0.69)
Neutral	41,640,990	22 (1.50)
Somewhat Reliable	49,697,133	26 (3.84)
Very Reliable	33,080,470	17 (1.52)
N/A	51,261,413	27 (1.80)
Subtotal Valid Responses	193,400,782	100
Don't Know	7,305,918	
Total	200,706,700	

C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
f. City to city train, such as Amtrak		
Not at All Reliable	10,483,056	5 (1.17)
Not Very Reliable	10,105,497	5 (0.62)
Neutral	36,790,889	19 (1.14)
Somewhat Reliable	40,198,159	21 (2.33)
Very Reliable	25,878,020	13 (1.51)
N/A	68,449,580	36 (2.12)
Subtotal Valid Responses	191,905,200	100
Don't Know	8,801,500	
Total	200,706,700	

C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
g. Carpool, vanpool, or private vehicle in which you travel with others		
Not at All Reliable	6,995,655	4 (0.62)
Not Very Reliable	10,322,927	5 (0.65)

Neutral	30,419,168	16 (1.28)
Somewhat Reliable	40,314,582	21 (1.69)
Very Reliable	65,098,876	33 (1.33)
N/A	42,150,183	22 (1.29)
Subtotal Valid Responses	195,301,391	100
Don't Know	5,405,309	
Total	200,706,700	

M35. Have you flown as a passenger on a commercial airline in the past year?

Yes	83,766,703	42 (3.08)
No	116,939,997	58 (3.08)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.

a. The range of available public transportation options for traveling to the airport

Very Dissatisfied	10,335,889	12 (1.53)
Somewhat Dissatisfied	9,998,779	12 (0.66)
Neutral	15,321,015	18 (2.44)
Somewhat Satisfied	18,500,093	22 (2.31)
Very Satisfied	21,117,481	25 (1.66)
N/A	7,797,680	9 (1.08)
Subtotal Valid Responses	83,070,937	100
Don't Know	695,766	
Appropriate Skip	116,939,997	
Total	200,706,700	

M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.

b. The availability of parking at the departure airport

Very Dissatisfied	11,921,998	14 (2.12)
Somewhat Dissatisfied	8,101,349	10 (1.32)
Neutral	16,022,775	19 (1.81)
Somewhat Satisfied	19,967,264	24 (1.65)
Very Satisfied	22,501,696	27 (2.67)
N/A	4,772,685	6 (1.20)
Subtotal Valid Responses	83,287,768	100
Don't Know	478,935	
Appropriate Skip	116,939,997	
Total	200,706,700	

M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of

satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
c. The cost of parking at the departure airport		
Very Dissatisfied	24,795,080	30 (1.42)
Somewhat Dissatisfied	18,909,266	23 (2.50)
Neutral	12,954,817	16 (1.68)
Somewhat Satisfied	13,175,920	16 (1.29)
Very Satisfied	8,178,923	10 (1.57)
N/A	5,434,872	7 (1.17)
Subtotal Valid Responses	83,448,878	100
Don't Know	317,825	
Appropriate Skip	116,939,997	
Total	200,706,700	
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
d. The availability of convenient flight times to your destination		
Very Dissatisfied	7,437,776	9 (1.58)
Somewhat Dissatisfied	8,842,700	11 (1.10)
Neutral	18,446,770	22 (1.51)
Somewhat Satisfied	28,055,267	33 (1.61)
Very Satisfied	20,717,982	25 (1.44)
N/A	266,207	0 (0.16)
Subtotal Valid Responses	83,766,703	100
Appropriate Skip	116,939,997	
Total	200,706,700	
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
e. The availability of airline choices to your destination		
Very Dissatisfied	9,309,047	11 (1.43)
Somewhat Dissatisfied	13,040,548	16 (1.38)
Neutral	20,111,129	24 (1.23)
Somewhat Satisfied	23,124,546	28 (1.82)
Very Satisfied	16,694,762	20 (2.42)
N/A	1,212,970	1 (0.32)
Subtotal Valid Responses	83,493,001	100
Don't Know	273,701	
Appropriate Skip	116,939,997	
Total	200,706,700	
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
f. Notification of flight delays		

Very Dissatisfied	20,875,122	25 (3.38)
Somewhat Dissatisfied	11,843,105	14 (2.45)
Neutral	18,549,788	22 (1.35)
Somewhat Satisfied	11,310,678	14 (0.52)
Very Satisfied	14,544,154	17 (2.49)
N/A	6,234,254	7 (1.37)
Subtotal Valid Responses	83,357,101	100
Don't Know	409,601	
Appropriate Skip	116,939,997	
Total	200,706,700	

M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.

g. Notification of flight cancellations

Very Dissatisfied	19,116,799	23 (2.84)
Somewhat Dissatisfied	10,976,896	13 (3.62)
Neutral	17,260,109	21 (1.42)
Somewhat Satisfied	12,269,229	15 (1.00)
Very Satisfied	13,221,927	16 (2.54)
N/A	10,210,162	12 (1.82)
Subtotal Valid Responses	83,055,122	100
Don't Know	711,581	
Appropriate Skip	116,939,997	
Total	200,706,700	

B3. Do you currently have a disability or health problem that makes it difficult for you to travel outside the home?

Yes	16,355,898	8 (1.10)
No	184,350,802	92 (1.10)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.

1. By car as a driver

Yes	7,403,903	47 (8.20)
No	8,272,004	53 (8.20)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	

M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.

2. By car as a passenger		
Yes	4,126,621	26 (2.42)
No	11,549,286	74 (2.42)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
3. By public transportation		
Yes	5,545,207	35 (5.63)
No	10,130,700	65 (5.63)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
4. By bicycle		
Yes	6,855,716	44 (3.75)
No	8,820,191	56 (3.75)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
5. By walking		
Yes	9,247,829	59 (3.46)
No	6,428,078	41 (3.46)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
6. By airplane		
Yes	5,270,119	34 (5.70)
No	10,405,787	66 (5.70)
Subtotal Valid Responses	15,675,907	100

Appropriate Skip	184,350,802	
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
7. Other reason		
Yes	1,564,662	10 (3.24)
No	14,111,245	90 (3.24)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
B4a. Since January 2000, have you requested a product or service from an agency of the U.S. Department of Transportation?		
Yes	4,404,125	2 (0.48)
No	196,302,575	98 (0.48)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
1. The National Highway Traffic Safety Administration		
Yes	594,750	14 (5.82)
No	3,809,375	86 (5.82)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
2. U.S. Coast Guard		
Yes	287,598	7 (6.62)
No	4,116,527	93 (6.62)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
3. Federal Aviation Administration		
Yes	181,734	4 (4.53)
No	4,222,391	96 (4.53)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	

B4b2. Which of the following agencies did you contact?		
4. Maritime Administration		
No	4,404,125	100 (0.00)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	

B4b2. Which of the following agencies did you contact?		
5. Federal Highway Administration		
Yes	699,072	16 (2.82)
No	3,705,053	84 (2.82)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	

B4b2. Which of the following agencies did you contact?		
6. Federal Railroad Administration		
Yes	299,500	7 (4.96)
No	4,104,625	93 (4.96)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	

B4b2. Which of the following agencies did you contact?		
7. Federal Transit Administration		
Yes	139,641	3 (2.39)
No	4,264,484	97 (2.39)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	

B4b2. Which of the following agencies did you contact?		
8. Federal Motor Carrier Safety Administration		
Yes	403,502	9 (8.46)
No	4,000,623	91 (8.46)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	

B4b2. Which of the following agencies did you contact?		
9. Research and Special Programs Administration		

Yes	237,207	5 (5.22)
No	4,166,918	95 (5.22)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
10. Bureau of Transportation Statistics		
Yes	448,633	10 (7.60)
No	3,955,492	90 (7.60)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
11. St. Lawrence Seaway Development Corporation		
No	4,404,125	100 (0.00)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
12. Office of the Secretary of Transportation		
Yes	285,733	6 (5.52)
No	4,118,392	94 (5.52)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
13. Some other agency		
Yes	1,643,965	37 (13.60)
No	2,760,160	63 (13.60)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b3. Which of those agencies did you most recently contact?		
Don't Know	237,207	
Refused	171,398	
Appropriate Skip	200,298,096	
Total	200,706,700	

B4b1. How long ago was your most recent request?		
Since the Beginning of December of 2000	747,281	27 (11.10)
During October and November of 2000	735,847	27 (10.70)
During July through September of 2000	984,991	36 (18.60)
Between January and June of 2000	292,042	11 (5.16)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
1. Data (tables, charts, graphs, files, CD-ROM)		
Yes	1,066,727	39 (1.23)
No	1,693,433	61 (1.23)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
2. Publications, brochures, pamphlets, fact sheets, reports		
Yes	161,691	6 (4.31)
No	2,598,469	94 (4.31)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
3. Maps		
No	2,760,160	100 (0.00)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
4. Press Releases		
No	2,760,160	100 (0.00)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
5. Videos		

Yes	181,734	7 (5.88)
No	2,578,426	93 (5.88)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
6. Employment information		
No	2,760,160	100 (0.00)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
7. Grant or scholarship information		
Yes	114,335	4 (4.55)
No	2,645,824	96 (4.55)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
8. Other		
Yes	1,235,672	45 (11.80)
No	1,524,488	55 (11.80)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B5. How did you contact (fill in agency name from the B4b2 or B4b3)?		
Telephone	2,221,845	80 (8.24)
Internet/World Wide Web	59,250	2 (2.13)
(Regular) Mail	148,805	5 (2.49)
In Person	330,260	12 (6.75)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B6. Please rate your overall satisfaction with the level of service you received. Would you say you were . . .		
Very Dissatisfied	439,748	16 (11.10)
Somewhat Dissatisfied	335,089	12 (11.00)
Neither Dissatisfied nor Satisfied	139,641	5 (3.81)

Somewhat Satisfied	1,227,567	44 (13.70)
Very Satisfied	618,116	22 (6.97)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
D1. How many licensed vehicles are available for regular use by members of your household?		
Zero	7,145,899	4 (0.94)
One	44,726,100	22 (1.46)
Two	86,760,713	43 (0.35)
Three	39,554,089	20 (1.51)
Four	15,818,285	8 (0.91)
Five or More	6,701,614	3 (1.02)
Subtotal Valid Responses	200,706,700	100
Average (Arithmetic Mean)		2.2 (0.08)[a]
Total	200,706,700	
D2. Are you a licensed commercial transportation operator?		
Yes	27,331,412	14 (1.04)
No	173,375,288	86 (1.04)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D3. Do you own or operate a business from your home?		
Yes	21,671,572	11 (0.88)
No	179,035,128	89 (0.88)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D4. Please stop me when I reach the category that best describes your age.		
18 - 24	25,871,073	13 (0.75)
25 - 34	36,161,046	18 (1.68)
35 - 44	44,101,311	22 (1.84)
45 - 54	37,420,137	19 (1.31)
55 - 64	24,049,934	12 (0.62)
65 or Older	33,103,199	16 (1.11)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D5. Are you male or female?		
Male	95,787,305	48 (0.82)
Female	104,919,395	52 (0.82)

Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D6. What is the last grade of school you completed?		
Less than High School	21,058,153	10 (0.80)
High School Graduate/GED	81,948,703	41 (1.34)
Some College	38,897,751	19 (0.85)
Community College Graduate (AA: Associate of Arts Degree)	11,098,699	6 (0.54)
College Graduate (BA or BS: Bachelor of Arts or Sciences Degree)	29,671,187	15 (0.97)
Post-Graduate Degree (Masters, Ph.D., Lawyer, Medical Doctor)	14,899,576	7 (0.86)
Technical School/Professional Business School	3,132,631	2 (0.41)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D7. Are you of Hispanic origin?		
Yes	16,866,891	8 (1.85)
No, Not Spanish/Hispanic/Latino	183,839,809	92 (1.85)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D8. What is your race?		
1. White		
Yes	157,535,352	80 (2.16)
No	40,276,279	20 (2.16)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D8. What is your race?		
2. Black or African-American		
Yes	21,274,301	11 (1.65)
No	176,537,330	89 (1.65)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D8. What is your race?		
3. American Indian or Alaska Native		

Yes	4,601,721	2 (0.25)
No	193,209,910	98 (0.25)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D8. What is your race?		
4. Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)		
Yes	5,511,790	3 (0.53)
No	192,299,841	97 (0.53)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D8. What is your race?		
5. Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian, or Chamorro)		
Yes	1,714,235	1 (0.15)
No	196,097,396	99 (0.15)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D8. What is your race?		
6. Other Race		
Yes	11,629,701	6 (1.75)
No	186,181,930	94 (1.75)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D9. Do you have any other telephone lines in you house that someone would answer? This does not include dedicated computer, fax lines, or cellular phones.		
Yes	13,198,948	7 (0.75)
No	187,507,752	93 (0.75)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D9a. How many other telephone lines are there?		
One	10,900,677	83 (2.68)

Three	441,063	3 (1.50)
Four	174,549	1 (0.76)
Five or More	51,647	0 (0.45)
Subtotal Valid Responses	13,198,948	100
Average (Arithmetic Mean)		1.2 (0.04)[a]
Appropriate Skip	187,507,752	
Total	200,706,700	
D9b. What is the primary use of this (these) phone line(s)?		
Home Use Only	9,721,308	74 (4.46)
Business and Home Use	1,912,875	15 (2.23)
Business Use Only	1,495,373	11 (2.73)
Subtotal Valid Responses	13,129,556	100
Refused	69,392	
Appropriate Skip	187,507,752	
Total	200,706,700	
D12. How many people 18 years or older live in your household?		
One	37,339,122	19 (0.87)
Two	110,921,228	55 (2.07)
Three	33,279,077	17 (1.15)
Four	15,432,975	8 (1.24)
Five or More	3,239,873	2 (0.53)
Subtotal Valid Responses	200,212,276	100
Average (Arithmetic Mean)		2.2 (0.04)[a]
Refused	494,424	
Total	200,706,700	
D8RACE.		
Non-Hispanic White	156,147,237	84 (1.61)
Non-Hispanic Black	20,666,631	11 (1.59)
Non-Hispanic Indian	3,339,099	2 (0.24)
Non-Hispanic Asian	5,511,790	3 (0.60)
Non-Hispanic Pacific Island	1,263,540	1 (0.05)
Subtotal Valid Responses	186,928,297	100
Total	186,928,297	

[a] The values presented are the mean and its associated standard error, rather than the percent that is presented in the majority of the cells.